

# **EXHIBIT 96**

Document title: Do Nike Shoes Have a Warranty? | Nike Help

Capture URL: <https://www.nike.com/help/a/shoe-warranty>

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## GET HELP

What can we help you with?



### DO NIKE SHOES HAVE A WARRANTY?

We stand behind all of our shoes and gear. If your Nike shoes or apparel develop a material or workmanship flaw within two years of the manufacture date, we want to get you back in the game.

If you believe your item is flawed, and it's within 60 days of your purchase, you can simply return it to us for a full refund. For Nike.com and Nike App purchases, please see our return instructions (and if you want to try to exchange the item, you'll need to give us a call). For Nike store purchases, you'll want to take your item back to a Nike store.

If it's been longer than 60 days, and less than two years since the manufacture date (located on the item's tag), and the item has developed a flaw, here's what you need to do:

- **Nike.com and Nike App Orders:** Please contact us to return the item. (This includes digital Nike.com orders placed at a Nike Store.)
- **Nike Store Purchases:** Even after 60 days, you'll still need to return the item to a Nike store. If you cannot visit in person, contact the store to discuss your options.
- **Nike Authorized Store Purchases:** Please return your shoes to the original place of purchase. We work with authorized retailers to accept returns for products with a material or workmanship flaw. If you cannot return to the original place of purchase, or if the retailer has referred you back to Nike, you can file a claim.

Some Nike products have specific written guarantees and/or warranties. In those cases, details and return information would be included on the label, hang tag, or warranty card that came with the item.

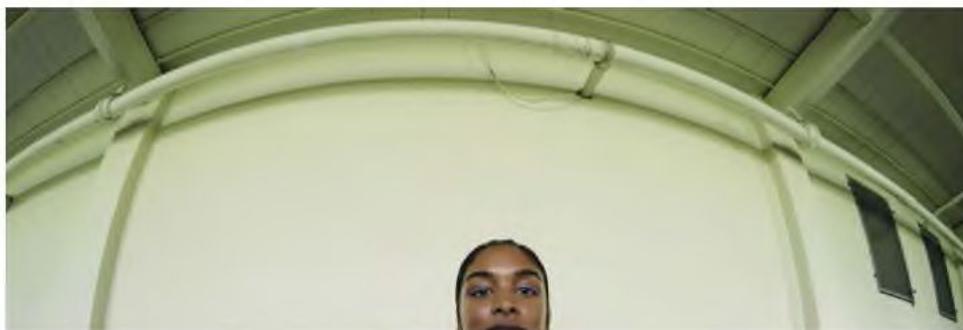
### FAQs

#### Are broken or flawed parts of shoes, such as shoelaces, charms, insoles, and spikes, eligible for replacement?

No. Any removable components that come with a shoe, including, but not limited to, shoelaces, charms, insoles, and spikes, are not eligible for replacement.

#### How do I check the status of my claim?

Please visit [nikeclaims.com](https://nikeclaims.com) to check the status of your claim.



### Contact Us



#### Company Info & Inquiries

1-800-806-6453

7 am - 4 pm PT

Mon - Fri



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